

## REMARKS

In response to the Office Action dated May 04, 2004, claims 1-30 remain in the application. Claims 1, 22, 25, and 27 are amended. No new matter has been introduced. Reexamination and reconsideration of the present application are respectfully requested.

In the Office Action dated May 04, 2004, the Examiner rejected claims 1-19 and 22-28 under 35 U.S.C. § 103 (a) as being obvious over L'Heureux et al., U.S. Patent No. 6,697,942 (hereinafter L'Heureux) in view of Flores et al., U.S. Patent No. 6,567,937 (hereinafter Flores). The Examiner rejected claims 20-21 and 29-30 under 35 U.S.C. § 103(a) as being obvious over Walukiewicz, U.S. Patent No. 6,510,454 (hereinafter Walukiewicz) in view of Frantz, U.S. Patent No. 6,003,070 (hereinafter Frantz). The Applicant respectfully traverses the rejections.

### **Independent claim 1, as amended, now recites:**

A method for managing at least one server using remote intelligent mail messages, the method comprising:

*receiving, by a mail agent, an electronic mail message, sent by a user, requesting a service relevant to a hardware component of at least one server;*

deciphering the electronic mail message to understand the nature of the service requested by the user;

*determining whether the user has a privilege to obtain the service; and performing the service, by the mail agent, if the user has the privilege, to produce a service outcome.*

In the aforementioned Office Action, the Examiner rejected claims 1-19 and 22-28 under 35 U.S.C. § 103 (a) as being obvious over L'Heureux in view of Flores. (*May 4 Office Action page 2*)

The L'Heureux reference is directed to a method for using standard e-mail messages to deliver diverse data types to a user. (*L'Heureux; Col. 4 lines 33-34*) The diverse data types, including custom message commands, are embedded in an e-mail message by forming a network

compliant header, generating one or more command blocks representing diverse data types, and combining the data types with the message header such that the email message conforms to network standards. (*L'Heureux; Col 3, lines 1-10*)

The L'Heureux reference does not disclose, teach or suggest the system specified in independent claim 1, as amended. As Examiner has acknowledged, L'Heureux does not expressly teach a method for managing at least one server using e-mail messages sent by a user requesting service. (*May 4 Office Action, page 3*)

Further, unlike the system specified in independent claim 1, as amended, L'Heureux does not teach a method that includes “*receiving, by a mail agent, an electronic mail message, sent by a user, requesting a service relevant to a hardware component of at least one server.*” Instead, the L'Heureux reference discloses command blocks having diverse data types which may be embedded in an email message. These commands are however used to update a user's Address book, Calendar or Internet configuration. (*L'Heureux; Col 3. Lines 1-18 and 32 – 48; Col. 9, lines 60-65; and FIGs. 6-9*)

In addition, L'Heureux does not teach a method including “*determining whether the user has a privilege to obtain the service.*” Instead L'Heureux teaches a method wherein a security key is used to “guarantee to the user that the server delivering the e-mail message can be trusted.” (*L'Heureux; Col. 12, lines 48-55*). L'Heureux provides for a secure communication link by using an encryption/decryption scheme to ensure a user that the server is not be spoofed before sending sensitive personal information such as credit card numbers. (*L'Heureux; Col. 12, line 47 – Col. 13, line 15*) The method of independent claim 1, as amended, is distinct from L'Heureux because the security key in L'Heureux is used to determine whether the user will accept the message from the sender, not to determine “whether the user is privileged to obtain

the service” which is requested within the e-mail message.

In view of the foregoing, L’Heureux also does not teach a method including “*performing the service, by the mail agent, if the user has the privilege, to produce a service outcome.*”

Accordingly, Applicant respectfully submits that independent claim 1, as amended, distinguishes over the L’Heureux reference.

The Flores reference does not make up for the deficiencies of L’Heureux. The Examiner uses the Flores reference to show that remote intelligent mail messages are used for managing at least one server. (*May 4 Office Action, page 3*) The Flores reference is directed to a software fault recovery system. (*Flores; Abstract*) The software fault recovery system monitors the operational state of a software application and alerts a user when the application fails. The user may then initiate fault recovery from a remote location. (*Flores; Col. 2, lines 21-35*)

However, the combination of Flores and L’Heureux does not disclose a method that includes “*receiving, by a mail agent, an electronic mail message, sent by a user, requesting a service relevant to a hardware component of at least one server.*” Further, the combination of Flores and L’Heureux does not teach a method including “*determining whether the user has a privilege to obtain the service*” or “*performing the service, by the mail agent, if the user has the privilege, to produce a service outcome.*”

Accordingly, the Applicant respectfully submits that independent claim 1, as amended, further distinguishes over Flores in combination with L’Heureux.

Claims 22, 25, and 27, all as amended, recite similar limitations to independent claim 1, as amended. Accordingly, Applicant respectfully submits independent claims 22, 25, and 27, all as amended, distinguish over Flores in combination with L’Heureux for reasons similar to those set forth above with respect to independent claim 1, as amended.

Claims 2-19 are directly or indirectly dependent from independent claim 1, as amended.

Claims 23 and 24 and claims 26 and 28 are directly or indirectly dependent from independent claims 22 and 25, both as amended, respectively. Accordingly, the Applicant respectfully submits that dependent claims 2-19, 23, 24, 26 and 28 distinguish over Flores in combination with L'Heureux for the same reasons discussed above with respect to independent claims 1, 22 and 25, all as amended.

The Examiner also rejected claims 20-21 and 29-30 under 35 U.S.C. § 103(a) as being obvious over Walukiewicz in view of Frantz. (*May 4 Office Action, page 6*)

**Independent claim 20, as amended, now recites:**

A method for managing at least one server using remote intelligent mail messages, the method comprising:

obtaining, from at least one server health monitoring system, health information about at least one server;

generating a first electronic mail message using the health information;  
sending, by a mail agent, the first electronic mail message to a user;

*receiving, by the mail agent, a second electronic mail message, sent by the user,  
requesting a service relevant to the at least one server;*

deciphering the second electronic mail message to understand the nature of the service requested by the user;

determining whether the user has a privilege to obtain the service; and  
performing the service, by the mail agent, if the user has the privilege for the service.

The Walukiewicz reference is directed to a method for monitoring and reporting the operational status of a network device. (*Walukiewicz; Abstract*) A network device is monitored to detect an error or alarm status. An email message may then be sent to a recipient based on the alarm condition detected. (*Walukiewicz; Col.2 lines 22-28 and Col. 3, lines 55-65*)

The Walukiewicz reference does not disclose, teach or suggest the system specified in independent claim 20, as amended. As the Examiner has acknowledged, Walukiewicz does not

teach “a method wherein a second electronic mail message, sent by the user, requesting a service relevant to at least one server; deciphering the second electronic mail message to understand the nature of the service requested by the user; determining whether the user has a privilege to obtain the service; and performing the service, by the mail agent if the user has the privilege for service.” (*May 4 Office Action, page 7*) Accordingly, the Applicant respectfully submits that independent claim 20, as amended, distinguishes over the Walukiewicz reference.

The Frantz reference does not make up for the deficiencies of Walukiewicz. The Frantz reference is directed to an Internet interface for telephone switching equipment status reporting and control. (*Frantz; Abstract; and Col. 1 lines 3-6*) The interface disclosed in Frantz allows a technician to read output that would normally be output at a private branch exchange (PBX) of a telephone network over the Internet from a remote location. (*Frantz; Col. 2, lines 4-10*) The interface also allows a technician to initiate a self-test of the *telephone switching equipment* and view the result of the self-test remotely. (*Frantz; Col 2, lines 61-64*)

However, the combination of Frantz and Walukiewicz does not disclose a method that includes “***receiving, by the mail agent, a second electronic mail message, sent by the user, requesting a service relevant to the at least one server.***” Accordingly, Applicants respectfully submit that independent claim 20 distinguishes over Frantz in combination with Walukiewicz.

Independent claim 29 recites similar limitations to independent claim 20. Accordingly, Applicant respectfully submits independent claim 29 distinguishes over Frantz in combination with Walukiewicz for reasons similar to those set forth above with respect to independent claim 20.

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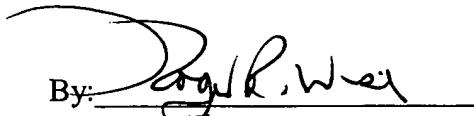
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The Applicant respectfully submits that the claims are in condition for allowance. If for any reason the Examiner finds the application other than in condition for allowance, the Examiner is requested to call the undersigned attorney at the Los Angeles, California telephone number (213) 488-7100 to discuss the steps necessary for placing the application in condition for allowance should the Examiner believe that such a telephone conference call would advance prosecution of the application.

Respectfully submitted,

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